STATEMENT OF WORK

Child Welfare Services/ Case Management System

(CWS/CMS)

TASK	HWDC	CDSS	ISSUES
GENERAL PROVISIONS			
Respond to requests for program policy clarification.	S	P	
Pay County Administrative Claims.	N/A	P	
Maintain Cost Allocation Plan for ongoing EDP activities and expenditures.	S	P	
Ensure APD'S, APDU's and SPR's are consistent with existing CAP methodologies and allocate to benefiting programs.	J	J	
Process county CWS/CMS monthly invoices for Additional Resource Charges (ARCs).	S	P	HWDC to provide CDSS with billing information by county and fund source. CDSS to process bills to charge each county. HWDC to provide each county with back-up detail of cost

P ...... Primary Responsbility
S ……Secondary Responsbility
J ……Joint Responsibility
N/A…Not Applicable

TASK	HWDC	CDSS	ISSUES
Monitor project automation costs and adherence to State and federal requirements as a condition of claiming costs for reimbursement. Ensure appropriate costs are claimed to the appropriate project and/or program number including the verification of supporting documentation of costs.	J	J	HWDC responsible to maintain an approval process for project costs. CDSS to route project costs to the appropriate codes and numbers. CDSS to monitor appropriate claiming of costs by the counties.
Allocate all payments to benefiting programs in conformance with approved cost allocation plans.	S	P	
ROLES AND RESPONSBILITIES WITH STATE, FEDERAL AND COUNTY ENTITIES			
Review county automation project descriptions for conformity to federal and state requirements and prepare approval documents upon approval to ensure appropriate claiming of related costs for reimbursement.	P	S	
Provide fiscal claiming instructions to counties.	S	P	HWDC to inform CDSS on all costing changes impacting county claiming.
Monitor county EDP approvals to funding CAPs.	S	P	HWDC to notify CDSS of systems and funding approvals
Report quarterly expenditures to the federal government.	S	P	HWDC to provide CDSS with the necessary fiscal data as requested.
Produce and coordinate the release of ACL's, CFL's and ACIN's	S	P	CDSS to share instructions prior to statewide disbursement, as applicable.

P ...... Primary Responsbility
S ......Secondary Responsbility
J ......Joint Responsibility
N/A...Not Applicable

TASK	HWDC	CDSS	ISSUES
Review APD's for program compatibility.	N/A	P	
Coordinate data collection for the National Child Abuse Data System and submit the required reports.	S	P	HWDC to provide the necessary data as requested.
Coordinate the submission of the federal Adoption and Foster Care Reporting System reports (AFCARS).	P	S	HWDC to provide the ongoing vehicle for the submission of AFCARS data to the federal government.
Analyses of proposed and chaptered legislation regarding the technical impact on CWS/CMS.	P	S	CDSS to identify legislation and provide copy to Project for analysis. CDDSS to coordinate legislative analysis.
Analyses of proposed and chaptered legislation regarding the program impact on CWS/CMS.	S	P	
Development of Child Welfare Services related regulations.	S	P	As regulations are developed, Project provides technical consultation, costs of change information, costs of new reports, etc.
MANAGEMENT OF CWS/CMS LIFE CYCLE ISSUES			
Design and format of all non-legal forms generated in CWS/CMS.	S	P	
Maintain a process to work with the CDSS Office of Civil Rights and Language Services Unit and the counties to translate the necessary CWS/CMS forms.	S	P	

P ...... Primary Responsbility

S ……Secondary Responsbility

J ……Joint Responsibility

N/A…Not Applicable

TASK	HWDC	CDSS	ISSUES
Develop and maintain on-line and hard copy manuals on policies and forms for CWS/CMS users.	J	J	
Administer the change control process, design changes as authorized	J	J	CDSS has lead in identifying changes and working with all stakeholders on prioritizing modifications and enhancements to CWS/CMS. Project staff support vendor in design of changes, which includes programming, testing and implementation.
Analyze change requests to CWS/CMS for policy/program impact. Provide policy guidance/resolution on federal/State requirements.	S	P	
Maintain a process for system documentation with the vendor.	P	N/A	
Develop, review and approve an annual training curriculum.	J	J	
Support system testing of subsequent enhancements/changes to the application.	P	N/A	
Assist county staff with M&O issues and provide on site system support.	P	S	
Provide demonstrations of CWS/CMS to county groups, federal staff, legislative staff and other interested parties as necessary.	P	S	

P ...... Primary Responsbility

S ……Secondary Responsbility

J ……Joint Responsibility

N/A…Not Applicable

TASK	HWDC	CDSS	ISSUES
Maintain user, operations, and system administrator manuals.	P	N/A	
Maintain an on-line help facility.	P	N/A	
Develop and maintain County System Administrator protocols.	J	J	
Develop and present annual cost projections for system upgrades. Develop and present an annual schedule for system upgrades.	P	S	
Perform System Administration activities including monitoring of system interfaces, scheduling and performing hardware/software upgrades, supporting ad hoc and CAD functionality and providing technical support and consultation to counties.	P	N/A	
Provide four levels of help desk services to users.	P	S	CDSS performs first level problem determination for CDSS state staff as a "coexistent county".
INTERFACE WITH ORGANIZATIONS, STAKEHOLDERS AND GROUPS			
Administration for Children and Families	J	J	CWS/CMS Support Branch attends federal meetings and consults with federal officials on program-related issues. Project staff attend federal meetings and consults with federal staff on technical issues.
County Welfare Director's Association	J	J	

P ...... Primary Responsbility

S ......Secondary Responsbility

J ......Joint Responsibility

N/A...Not Applicable

TASK	HWDC	CDSS	ISSUES
Executive Management Committee	J	J	
Change Management Committee	J	J	
National Child Abuse and Neglect Data System	S	P	
California Department of Health Services – MEDS	P	S	

P ...... Primary Responsbility
S ……Secondary Responsbility
J ……Joint Responsibility
N/A…Not Applicable